

YOUR GUIDE TO EMERGENCY PREPAREDNESS



PREPARED BY: RALEIGH OFFICE OF EMERGENCY MANAGEMENT



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Northern Virginia Regional Commission.*

PREPARING FOR AN EMERGENCY

Planning for any emergency requires considering all likely scenarios. Even if you are able to stay at home, electricity, water, heat, air conditioning 1 telephone service and transportation could be disrupted or lost for a considerable amount of time.

Most emergency management planners suggest having enough food, water, medications and other essentials on hand to last your family for three to five days for weather-related events, for example. Other emergencies may require you to evacuate your home or community. That's why it is important to develop a household emergency preparedness plan that includes:



- An emergency preparedness kit.
- An escape plan that includes at least two emergency meeting places. Pick one right outside your home in case of a sudden emergency, such as fire. Pick at least one other place outside your neighborhood in case you can't return home.
- An emergency communications plan. Choose an out-of-town person to be your contact point for family members to call if you are separated. Make sure everyone has contact information including phone numbers and e-mail addresses.
- Information about school and workplace emergency plans.

YOUR EMERGENCY PREPAREDNESS KIT

The basic items that should be stored in your home are:

- ☑ Water
- ☑ Non-perishable food
- ☑ First-aid supplies
- ☑ Medications
- ☑ Battery-powered radio
- ☑ Flashlight
- ☑ Duct tape
- ☑ Cash/traveler's checks
- ☑ An ABC fire extinguisher
- ☑ Clothing
- ☑ Bedding
- ☑ Tools
- ☑ Special need items such as prescription medication
- ☑ Important documents

Keep the items you most likely will need at home in one easy-to- carry container such as a trash can, plastic storage container, camping backpack or duffel bag. Store it in a convenient place, and put a smaller version in your car. Keep items in airtight plastic bags.

Remember to change the stored water and rotate the food supplies every six months (place dates on containers). Check the supplies and rethink your needs every year. Consult your physician or pharmacist about storing prescription medications, and maintain a list of your prescription needs.

WATER

- Purchase bottled water, or store tap water in clean, airtight plastic containers. Avoid containers that will decompose or break, such as glass bottles.
- Plan for one gallon of water per person per day. Water should be stored in a cool, dark place with the date labeled on the container.
- Having some water purification tablets on hand could be useful in the event of an extended water service outage.

FOOD

- Store a three- to five-day supply of nonperishable food per person. Foods should require no refrigeration, preparation, or cooking, and little or no water.
- Examples include: ready-to-eat canned meats, fruits and vegetables; canned or boxed juices, milk and soup; condiments such as sugar, salt and pepper; high-energy food like peanut butter, jelly, low-sodium crackers, granola bars and trail mix; vitamins; foods for infants or persons on special diets; cookies; hard candy; instant coffee and sweetened cereals.
- Bulk food items such as wheat, powdered milk, corn and soybeans can be stored for long periods of time.

FIRST-AID KIT

Assemble a first-aid kit for your home and each vehicle. Items should include:



- ☞ Sterile adhesive bandages in assorted sizes
- ☞ Gauze pads, hypoallergenic adhesive tape
- ☞ Triangular bandages
- ☞ Sterile gauze roll bandages
- ☞ Ace bandages
- ☞ Scissors
- ☞ Tweezers
- ☞ Moistened towelettes
- ☞ Antiseptic American
- ☞ Thermometer
- ☞ Tongue depressors
- ☞ Tube of petroleum jelly or other lubricant
- ☞ Safety pins
- ☞ Cleansing soap
- ☞ Latex gloves and sunscreen
- ☞ Aspirin or other pain medication
- ☞ Anti-diarrhea medication
- ☞ Syrup of ipecac
- ☞ Activated charcoal (in case of poisoning)
- ☞ Antacids and laxatives
- ☞ Tools and Supplies

TOOLS AND SUPPLIES

Keep the following items handy for all-around use:

- ☞ Battery-powered radio
- ☞ Flashlight
- ☞ Extra batteries of assorted sizes (check shelf life before purchasing)
- ☞ Duct tape
- ☞ Aluminum foil
- ☞ Rope
- ☞ Bow saw
- ☞ Mess kits or paper cups
- ☞ Plates and plastic utensils
- ☞ Cash (include change) and/or traveler's checks
- ☞ Non-electric can opener and utility knife
- ☞ Small fire extinguisher
- ☞ Pliers
- ☞ Adjustable wrench
- ☞ Compass
- ☞ Waterproof matches
- ☞ Plastic storage containers



EMERGENCY PLANNING FOR PETS



With the exception of service animals, most shelters do not accept pets. Prepare a list of kennels, friends or family members who may be able to care for your pet in an emergency. If you plan to place your pet in a kennel, make sure that the facility meets all requirements for long-term care and has an adequate disaster plan itself.

If your family must relocate to a shelter or other site and there is no place for your pet to go, as a last resort, confine your pet to a specific room in the house and provide plenty of food and water to sustain the animal while you are away. Put together a basic disaster kit for your pets to take with you in case you must leave your residence quickly.

Recommended items include:

- ◆ An airline-approved carrier for each dog, cat or other pet
- ◆ ID with photo, vaccination records, registrations, special needs list, sufficient medicines, collar and a muzzle/leash
- ◆ An extra supply of pet food
- ◆ Plenty of clean water
- ◆ Bowls (disposable containers if you must leave your residence), manual can opener, kitchen trash bags, bleach (disinfectant and water purification), blankets, towels, paper towels and other waste disposal supplies.



For more information on emergency preparedness for pets, call the Humane Society of the United States at 202-452-1100 or visit their Web site at www.hsus.org

HOUSEHOLD AND FINANCIAL PREPARATIONS

Here are ways you can increase your safety and reduce your insurance costs by:

- ⚠️ Install safety equipment such as smoke alarms and carbon monoxide alarms to alert you to potentially deadly conditions.
- ⚠️ Secure large or heavy items that could fall and cause damage during storms.
- ⚠️ Cover windows, turning off utilities, or moving possessions to a safer location if you have adequate warning of something like a hurricane or flood.



- ⚠️ Have your house inspected by a building inspector or architect to find out what structural improvements could prevent or reduce major damage from disasters.
- ⚠️ Conduct an inventory of your household possessions to catalog what you own for insurance purposes if those possessions are damaged or destroyed and to provide documentation for tax deductions you claim for your losses. Make a visual or written record of your possessions. Include photographs of cars, boats, and recreational vehicles. Get professional appraisals of jewelry, collectibles, artwork, or other items that are difficult to value. Update the appraisals every two to three years.
- ⚠️ Keep copies of receipts and canceled checks for valuable items.
- ⚠️ Keep the originals of all important financial and family documents, such as birth and marriage certificates, wills, deeds, tax returns, insurance policies, and stock and bond certificates in a safe place. Store copies elsewhere. You'll need accessible records for tax and insurance purposes.
- ⚠️ Photograph the exterior of your home and include the landscaping—that big tree in the front yard may not be insurable, but it does increase the value of your property for tax purposes.
- ⚠️ Update your inventory list annually and putting a copy in a safe place.
- ⚠️ Buy insurance, whether you own or rent, and make sure you understand what is and is not covered.

EMERGENCY PLANNING FOR BUSINESS

Business owners should develop emergency plans for the sake of their employees as well as the survival of their businesses. You should:

Maintain a list of emergency numbers of employees so their families can be contacted if necessary.

- ⚠ Have a plan in place to evacuate staff and customers quickly and safely. The plan should include a designated meeting place outside the building.
- ⚠ Practice the plan with staff.
- ⚠ Back up computer data regularly and storing it offsite.
- ⚠ Purchase ample insurance coverage to minimize losses.
- ⚠ Identify crucial business operations and developing plans to ensure their continuation in the event of an emergency.
- ⚠ Ensure local police have up to date emergency contact information for key personnel.

Employees need to know what to do in an emergency. The time to discuss this is before you face a crisis. Your employees depend on you now for direction and leadership. They will depend on you even more should there be an emergency situation.

HOMELAND SECURITY AND TERRORISM

The National Homeland Security Advisory systems have been put into place to provide quick and comprehensive information on warnings and events involving terrorist acts.

Five threat conditions have been identified. Each condition is assigned a specific color and includes a description of the category as well as information on specific actions citizens should take.

Threat conditions can be assigned to a specific geographic area or they may be set for the entire nation. When officials announce a specific alert, the appropriate safety instructions will be given to citizens.

You can prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises:

- ⚠ Be alert and aware of the surrounding area. There may be little or no warning.
- ⚠ Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended.
- ⚠ Learn where emergency exits are located. Think ahead about how to evacuate a building, subway or congested public area in a hurry. Learn where staircases are located.
- ⚠ Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, fall or break in an explosion.

REPORTING SUSPICIOUS ACTIVITY

You should increase your awareness of your surroundings and report any suspicious activity to the police. Many people fail to act because they are not sure if what they are observing is worth reporting. When in doubt, call the police immediately. Don't lose precious time discussing the event with friends and neighbors first

Types of activity that that should be reported include people, vehicles, or circumstances that appear unusual or out of place, such as:

A stranger around your neighborhood or a strange vehicle parked in your neighborhood for a long period of time.

- 👁️ Someone looking into houses or vehicles.
- 👁️ Recurring appearances of strange vehicles in the neighborhood.
- 👁️ Someone tampering with the electrical, gas, water, or sewer system without an identifiable company vehicle and uniform,
- 👁️ An unusually large amount of traffic coming to a house or apartment building.
- 👁️ Houses or buildings where extreme security measures seem to have been taken.
- 👁️ Houses or buildings where no owner or primary renter is apparent, and no home activities—yard work, painting, maintenance, etc.— seem to go on.
- 👁️ Strange odors coming from around houses or buildings.
- 👁️ Door-to-door solicitors without solicitor permits, or any stranger knocking on doors.
- 👁️ Persons standing around, possibly acting as lookouts.



If you suspect a crime is being or is about to be committed, call 911. Do not panic and do not put yourself at risk. If the activity simply appears suspicious, call the police non-emergency number 919-226-CRIME and describe the activity in detail. You need not give your name, However, if you want a police officer to contact you, be prepared to give your name, address and telephone number, and ask that the officer contact you. This information is kept confidential.

BIOLOGICAL/CHEMICAL EMERGENCIES

A major chemical or biological emergency can happen when hazardous amounts of toxins are released into the environment. You can be exposed to chemical and biological toxins by:

- ☹ Inhaling them.
- ☹ Swallowing contaminated food, water or medication.
- ☹ Touching or coming into contact with contaminated items.

Many times you cannot see or smell anything unusual. In the event of a hazardous chemical or biological emergency, you will be given instructions by authorities. You may be told to evacuate, to move uphill and upwind of the release, to shelter in place, or to go to a designated facility. You may also be in the immediate vicinity of an incident and not realize the danger. If you see people vomiting, in convulsions or acting disoriented, leave the area immediately and seek medical attention. If outdoors, check the wind and walk upwind to evacuate the area.

HANDLING MAIL SAFELY

The U.S. Postal Service urges people to report suspicious letters or packages that have:

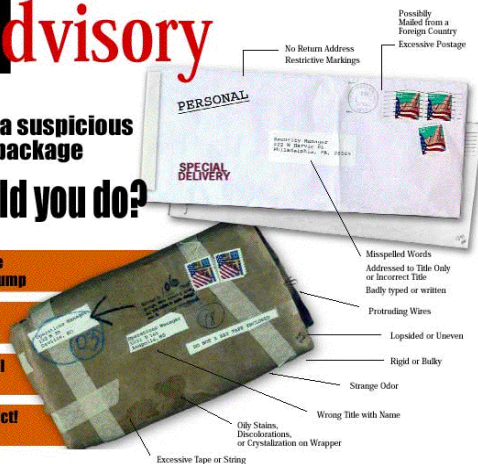
- ☐ Excessive postage, no postage, or non-canceled postage
- ☐ No return address or a fictitious return address
- ☐ An improper spelling of addressee names, titles, or locations
- ☐ A lumpy or lopsided appearance
- ☐ Excessive amounts of sealing tape
- ☐ Arrived unexpectedly and is from a foreign country
- ☐ A postmark showing a different location than the return address
- ☐ Distorted handwriting or cut-and-paste lettering

FBI Advisory

If you receive a suspicious letter or package

What should you do?

- 1 **Handle with care
Don't shake or bump**
- 2 **Isolate and look
for indicators**
- 3 **Don't Open, Smell
or Taste**
- 4 **Treat it as Suspect!
Call 911**









If you receive a suspicious letter or package:

- Do not open it.
- Do not shake, bump or sniff it.
- Cover it or place it in a plastic bag.
- Wash your hands thoroughly with soap and water.
- Call the police non-emergency number at 919-890-3398

EMERGENCY SHELTER

When conditions warrant, local officials may instruct residents to seek shelter in their homes or a community-based shelter. Normally, shelters are set up in public schools, recreation centers or other appropriate facilities where residents can seek refuge as well as sleep and eat. People needing shelter are asked to bring a change of clothing, bathing and sanitary supplies, pre-filled prescription and other medical needs, denture and eye care materials, and special dietary supplies or requirements. Pets are generally not permitted in the shelters.

If local officials advise you to **shelter in place**, they mean for you to remain indoors. Take your children and pets indoors immediately. Get your disaster supplies kit, and make sure the radio is working. Go to an interior room without windows. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed. While gathering your family, you should:

-  Close all windows, exterior doors and fireplace dampers.
-  Turn off all fans, heating, and air conditioning systems.
-  Jam wet towels in the cracks under the doors.
-  Tape around the doors, windows, exhaust fans and vents. Use plastic garbage bags to cover windows, outlets, and heat registers.
-  Close the window shades, blinds or curtains if you are told there is a danger of explosion.
-  Stay inside and keep listening to your radio or television until you are told all is safe or you are told to evacuate.

SHELTERS IN THE CITY OF RALEIGH

Listen to the Radio, TV, and/or check the Internet. Additional shelters will be opened when primary shelters reach capacity



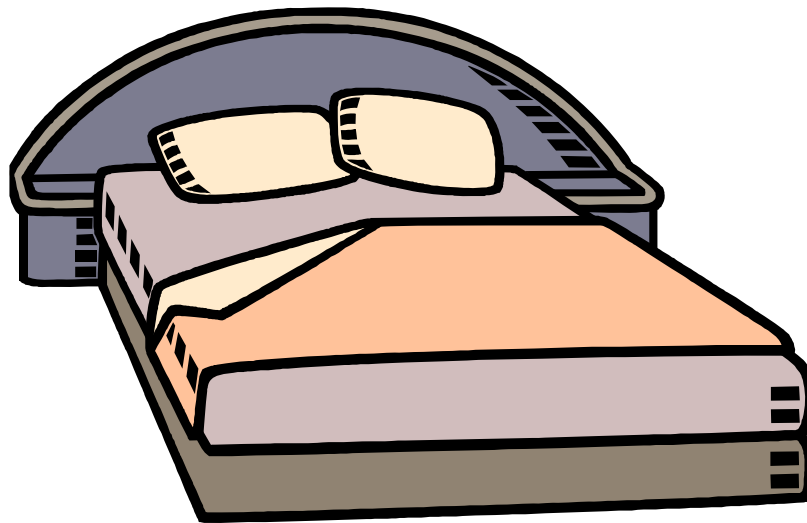
WHEN ELECTRICAL POWER IS LOST

Disruption of electrical service can occur as a result of many things, including lightning, high winds, ice and heavy snow, and equipment failure. When power is lost, you should:

- ✦ Check to see if your neighbors have power. The power loss may be only in your home, due to a blown fuse or a tripped circuit. If your neighbors are also without service, call your local power company (see back cover). If you must go outside to assess the situation, take a flashlight and watch for downed power lines that could still be energized. If downed lines are located, don't go near them or touch anything that they may be in contact with. Report downed power lines immediately.
- ✦ Use flashlights or battery-operated lanterns for lighting. Candles and kerosene lanterns are not recommended due to fire hazards.
- ✦ Turn off all major appliances. When major appliances—refrigerators, electric water heaters, air conditioners and pumps—are left on, they could overload electric lines when power is restored causing a second outage.
- ✦ Keep refrigerator and freezer doors closed as much as possible. Food can be kept cold for a day or two if the doors are kept closed. During the winter, you may be able to store some items outside in a proper container. If temperatures are below freezing, it's possible to freeze water outside in containers and place them inside your refrigerator to help keep food cold. Try to consume perishable foods first. When in doubt throw it out.
- ✦ Use portable generators cautiously. Never fuel or run a portable generator in the home or garage, as gas-powered generators pose a serious fire and carbon monoxide threat. Generators should be installed in compliance with your local power company's guidelines. Always operate according to the manufacturer's instructions. For additional information on the proper use of emergency generators, call your power company.
- ✦ If you depend on a well or cistern for your water supply, be prepared to use alternate sources of water until power is restored. These systems normally use electric pumps.
- ✦ Be aware that gas appliances may not work if the electricity is off because the equipment may require electricity for ignition or valve operation.
- ✦ Drain pumps, supply lines, water heaters, boilers and traps in drains of tubs, sinks, commodes, washing machines and dishwashers. Plumbing can freeze when power is lost during cold weather periods. To avoid major flooding when temperatures rise, turn off supply lines to outside spigots.
- ✦ Water heaters that are drained to prevent damage from freezing must have their power circuits shut off as well. Failure to do so could result in loss of the heating element when power is restored. Never turn on a water heater unless the tank is full.
- ✦ List life support equipment required for family members who depend on these devices (respirators, ventilators, oxygen equipment or other life sustaining devices) with the power company. You should have a contingency plan that always includes an alternate power source for the device and relocating the person.

KEEPING WARMING

- ✦ Select a single room in the home in which the entire family can live — ideally a room that gets sunlight during daylight hours.
- ✦ Use fireplaces and wood-burning stoves with care, and always supervise them when burning. Make sure the fireplace is in proper working condition and has been inspected regularly.
- ✦ Never use charcoal as an indoor heat source; charcoal produces deadly carbon monoxide gas.
- ✦ Wear layers of clothing, including sweaters and coats, which hold warm air and help to maintain body heat for longer periods.
- ✦ For homes with natural gas heaters, keep meters and vents clear of ice and snow.



CHECKING ON RELATIVES AND NEIGHBORS

During storms and other emergency events, check to see how your relatives and neighbors are coping, especially senior citizens and persons with disabilities. If possible, help them plan or locate resources from which to obtain assistance. Contact your local department of human services for information on services that are available to them.

EVACUATION

Local officials may call for evacuation in specific areas at greatest risk in your community. If you are told to evacuate, it is important to stay calm, listen carefully and follow all instructions.

- ✦ If you're sure you have time, call your family contact person to tell them where you're going and when you expect to arrive.
- ✦ Shut off water and electricity, but leave natural gas ON unless local officials advise you otherwise. Only a professional can restore gas service once it's turned off, and this could take weeks in a disaster situation.
- ✦ If you must choose quickly what to take, grab these things and go:
medical supplies, disaster supplies (flashlight, batteries, radio, first-aid kit, bottled water), a change of clothes, sleeping bag or bedroll and pillow for each family member and car and house keys.



If you travel by car, become familiar now with alternate travel routes you can use to avoid congested main arteries in the event of an emergency. Remember, it is against the law to drive on the shoulder, which are reserved for police, fire and rescue vehicles.

Tune in to local news radio stations Triangle News & Information Station (WPTF 680 AM), Today's Talk (WDNZ 570 and WDNC 620 AM).

Carry a winter survival kit in your vehicle. Suitable items include blankets, flashlight, shovel, jumper cables, road salt or kitty litter, flares or reflective triangles, local road maps, and high-calorie food like granola bars and cans of juice.

Consider keeping an old cell phone and a power cord in each of your cars. Even if the phone does not have a service provider, it should still be able to dial 911.

CHILDREN IN SCHOOL

In the event of an evacuation or a “shelter-in-place” order, parents should check the local media and local school system cable stations, hot lines, and Web sites for announcements



about changes in school openings and closings.

Some schools may use e-mail notification systems to alert parents immediately of changes in school schedules. Check with your school to see if an e-mail notification system is in place.

Generally, unless evacuation of a particular school is ordered, students will be kept at school until school officials can safely transport them home. Because the best place for children during a regional crisis may well be in school, parents are discouraged from going to school to

pick up their children. If a parent does go to school, he or she should be prepared to present the identification required by the school system—usually a photo ID.

Note that if a school is ordered to provide “shelter in place—to protect the safety of the children—no one will be allowed in or out of the school building until the danger is passed. In that event, parents, for their own safety, should also remain indoors. Relying on the schools to transport students home on normal bus routes will help avoid gridlock in and around schools and help keep roads clear for essential emergency vehicles. If buses are severely delayed, schools may ask parents to help by picking up their children. Parents should check the local media and school news outlets regularly for announcements about school decisions.

SENIOR INFORMATION

Older adults should have an individual emergency plan. You can prepare your individual emergency plan by thinking ahead; keeping in touch with your family and neighbors; and sharing your emergency information with others.

PLAN AHEAD

Older adults can help ensure their safety in case of an emergency by taking these steps:

- ! Have your emergency kit ready in case you need to evacuate your home or are directed to stay in your home.
- ! Know the location and phone number of your local emergency management and American Red Cross offices.
- ! Label any equipment, such as wheelchairs, canes or walkers you would need.
- ! List the style and serial numbers of medical devices such as pacemakers.
- ! Plan for transportation if you need to evacuate.
- ! Fill prescriptions before they run out.
- ! Know the telephone number of a 24-hour pharmacy for emergencies.
- ! Know the 24-hour emergency contact number for your doctor.
- ! Post emergency phone numbers near the phone.
- ! Keep a copy of important contact numbers and medical information in your wallet or purse.
- ! Plan and practice the best escape routes from your home.

KEEP IN TOUCH WITH FAMILY AND NEIGHBORS AND SHARE YOUR EMERGENCY INFORMATION

Keep in touch with your family and neighbors and look out for each other by taking these steps:

- ! Share your emergency contact and medical information with your apartment building management or condo association.
- ! Give your emergency contact and medical information to your neighbors and family.
- ! Create a contact list of your neighbors' addresses and phone numbers. Arrange for someone to check on you.
- ! Teach those who may need to assist you in an emergency how to operate necessary equipment
- ! If you have home health care services, plan ahead with your agency for emergency procedures.
- ! Notify local police, fire and rescue responders of special needs or mobility issues.

NUMBERS TO KNOW...

CITY OF RALEIGH

Emergency	911
Emergency Management Office.....	919-996-4657
Non Emergency (Police).....	919-829-1911
Fire	919-996-6115

UTILITY SERVICES

PSNC	1-877-776-2427
Water/Sewer.....	919-890-3245
Progress Energy	919-508-5400
Time Warner Cable	919-595-4892

GOVERNMENT SERVICES

Public Works

Street Maintenance	919-996-6446
Trees-Traffic Hazards	919-996-6608
Meters (hydrant leaks).....	919-250-2742
Health Department.....	919-212-7000
Social Services.....	919-212-7000
Social Services (NC State Government)	919- 255-3800

MISCELLANEOUS SERVICES

Raleigh's Website	www.raleighnc.gov
Government Access TV.....	RTN 11 and RTN 22
School Website	www.wcpss.net

Local Radio Station—The Triangle News & Information StationWPTF 680
www.wptf.com

Local Radio Station
.....
.....

Local TV Station—NewsWRAL-TV (Cable:5)
WNCM-TV (Cable-17)
WTVD-TV (Cable 11)

Local TV Station
.....
.....

Hispanic Radio Station FM/AM.....WFTK 1030 AM
TV StationWUVC-TV 40

American Red Cross (Raleigh).....**Address:** American Red Cross
Triangle Area Chapter
100 N. Peartree Lane
Raleigh, NC 27610
E-mail: irelandl@trianglearc.org
Phone: 919-231-1602
Fax: 919-231-6314
Web site: <http://www.trianglearc.org>

American Red Cross Websitewww.redcross.org